

# HMO Blue Texas

## Houston

Survey (CAHPS™ 4.0H) Results

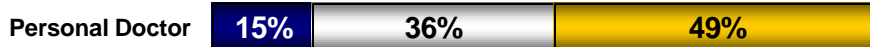
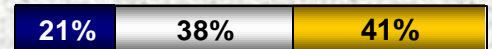
Percentage who assigned a rating of **6 or lower** to their

Percentage who assigned a rating of **7 or 8** to their

Percentage who assigned a rating of **9 or 10** to their

State Average

where **0 = the worst possible** and **10 = the best possible**



Percentage who said they **sometimes or never...**

Percentage who said they **usually...**

Percentage who said they **always...**

State Average



Had Plans Handle Claims Quickly & Correctly

Did not achieve the minimum 100 responses needed to obtain a reportable result.



Got Efficient & Helpful Customer Service



Had Doctors Communicate Well

